

## What Migros Ticaret does against the Covid-19 virus:

### Processes for Stores & Warehouses:

#### Employee Health:

- Store, warehouse and distribution center **employees, who have chronic diseases or live with people with chronic diseases** are **on annual leave or paid excused absence**.
- Employees who have close contact with our customers are using **plexy personal face shields** and **face masks**. **Personal sanitizers and hand creams** are delivered to store employees.
- **Online trainings and videos** are frequently circulated to ensure their **personal hygiene and motivation**.
- We provided **box of fruits** (orange, grapefruit, kiwi, lemon, green apple) and **Vitamin C supplements** to all store and warehouse employees to **empower their immune system**.



#### Store implementations:

- **Frequency of disinfection processes** with relevant chemicals and hygiene controls are **increased**.
  - Started using **nanotechnology-based disinfectants** for stores.
  - Our check-outs, shopping carts and baskets, service departments are frequently sanitized and disinfected in detail (**min. for 5 times per day**).
  - **Mobile expert sanitizer teams** are engaged to the process.
- We set up **1.5 meters social distancing measures** with yellow tapes **around our checkouts**.

- We are **recommending** our customers to **use contactless credit / debit cards**.
- We accept a **certain number of customers** in store **at once** according to the square meter of the store.
- We are **closing our stores at 8 PM**.
- **Hygiene dispensers** are located in the **entrance and exit** of every store.
- We are showing **our hygiene processes** and highlighting **personal hygiene methods** via **posters & screens**.



## Processes for Online Channels

### E-Commerce Implementations:

- **Capacity** of online channels are **increased**, and **service networks** is **widened**.
  - We **hired 1,000 new employees** for online operations.
- We are providing **home delivery free of charge** to our customers **older than 60** through our online channel.
  - We can **also receive their orders via our call center** and deliver products to their home.
- We **started click & collect service** via our online channel to balance the demand.
- We **disabled the “paying at the door” option**.
- Cleaning and **disinfection of online service delivery vehicles** are carried out **regularly in accordance with the cleaning plans**.
- **Hygiene dispensers** are located to **all vehicles** for the use of delivery staff.



### Social Media Communication

- Using **social media** to reach more people via **posts, videos, infographics** about what to do for protection from the virus.
- Through our **Migros TV channel**, sharing **informing and entertaining videos in collaboration with celebrities** such as recipes, performances of artists and training videos to motivate people at home.

